



City of San Antonio
Development Services Department
P. O. Box 839966
San Antonio, Texas 78283

February 10, 2003

Dear Plat Applicant:

Development Services has implemented the plat review case manager concept. It is effective immediately. In addition, the plat completeness review process has been enhanced and streamlined to complement customer service.

Process enhancement will now require delivery of all plat related completeness and approval packages requiring Development Service (DS) review to be delivered to the Subdivision staff at 114 W. Commerce, 4th floor, Municipal Plaza Building. Packages resubmitted for reroute of all plat related revisions and redlines associated with development services review are included.

The DS subdivision coordinator on 8th floor will no longer be available to accept new transmittals for completeness as in the past. However, pending Development Services relocation to the One Stop Building, you will continue to pick up your red lined plats and revisions on the 8th floor. Please contact Richard Del Valle, in Engineering at 207- 6310 or 207-8075 for pick-ups.

Applicants will now be assigned a case manager in connection with the initial completeness review request and he or she will undertake the responsibility of screening all plat packages for completeness and will also monitor the plat review from initiation through approval. The change in process will enhance customer service by providing a single point of contact for progress updates and coordination of reviews. Case managers will coordinate all plat reviews and approval functions within Development Services and will continue to serve as a liaison to other certifying and reviewing agencies. This includes overseeing issuance of DS Letters of Certification, timely review of applications and trouble shooting deficient areas.

In addition, Development Services Engineering Division, located on the 8th floor of the Municipal Plaza Building will continue to oversee functions relating to processing of guarantees, construction plan record keeping, and, the monitoring, inspection and acceptance of required site improvements. For detailed information regarding these functions please contact Bob Opitz at 207-7587.

If you have any questions regarding this matter, please contact the Subdivision section at 207-7900.